

IN THE CLAIMS

The following is a complete listing of claims with a status identifier in parenthesis.

LISTING OF CLAIMS

1. (Currently Amended) A wireless apparatus for processing customer orders comprising:

a communications transceiver for broadcasting a wireless signal to establish a wireless communications link with mobile customers within a predetermined distance of a vendor facility, said predetermined distance being such as to assure that a customer's order is fulfilled before the customer arrives at the facility;

a control circuit coupled to said transceiver for controlling said transceiver to:

establish the communication link with the mobile customers,

receive wireless orders from customers,

arrange the customer orders in a queue based on customer distances from a fulfillment station, and

cause said received order to be processed to fulfillment;

and

a display device, said control circuit further operable to control said display device to indicate the status and queue of orders placed by customers communicating with said transceiver.

2. (Original) An apparatus as in claim 1 further comprising a display device, said control circuit causing said display device to indicate the locations of customers communicating with said transceiver.

3. (Cancelled).

4. (Cancelled).

5. (Original) An apparatus as in claim 1 wherein said control circuit communicates customer order information to an inventory control system.

6. (Previously Presented) An apparatus as in claim 1 wherein said customer orders are arranged in a first-in first-out queue.

7. (Cancelled).

8. (Previously Presented) An apparatus as in claim 1 wherein said customer orders are arranged in a queue based on time to fulfillment.

9. (Previously Presented) An apparatus as in claim 1 wherein said customer orders are arranged in a queue based on customer priority.

10. (Original) An apparatus as in claim 1 wherein said wireless communication link is a LAN IEEE 802.11 compliant communication link.

11. (Original) An apparatus as in claim 1 wherein said wireless communication link is a Bluetooth™ compliant communications link.

12. (Original) An apparatus as in claim 1 wherein said control circuit causes said transceiver to transmit menu items to a wireless customer.

13. (Original) An apparatus as in claim 1 wherein said control circuit causes said transceiver to transmit promotional specials to a wireless customer.

14. (Previously Presented) An apparatus as in claim 12 wherein said menu items are transmitted upon the establishment of the communications link with a customer.

15. (Original) An apparatus as in claim 14 wherein said menu items are transmitted until a customer completes an order.

16. (Previously Presented) An apparatus as in claim 13 wherein said promotional specials are transmitted upon the establishment of the communications link with a customer.

17. (Original) An apparatus as in claim 16 wherein said promotional specials are transmitted until a customer completes an order.

18. (Original) An apparatus as in claim 1 further comprising a speech recognition unit for receiving speech orders from a customer and converting them to processable information, said control circuit being coupled to said speech recognition unit to receive and process said processable information.

19. (Original) An apparatus as in claim 1 further comprising a speech synthesis unit, said control circuit operating said speech synthesis unit to provide speech information associated with customer orders which is transmitted by said transceiver to a customer.

20. (Original) An apparatus as in claim 18 wherein said control circuit converts said processable information into a customer order of an ordering system.

21. (Previously Presented) An apparatus as in claim 20 wherein, said control circuit further causing said display device to display the entry of a customer order into said ordering system.

22. (Original) An apparatus as in claim 1 further comprising an agent station coupled to said control circuit for monitoring an order received from a customer.

23. (Original) An apparatus as in claim 22 wherein said agent station further comprises a display device for displaying the status of a customer order.

24. (Original) An apparatus as in claim 22 wherein said agent station includes an audio circuit which allows for audio communication with a selected customer.

25. (Original) An apparatus as in claim 1 further comprising an agent station coupled to said control circuit for adjusting an order received from a customer.

26. (Original) An apparatus as in claim 25 wherein said agent station is provided at a vendor transaction facility which contains said transceiver.

27. (Original) An apparatus as in claim 25 wherein said agent station is provided at a vendor transaction facility which does not contain said transceiver.

28. (Original) An apparatus as in claim 1 wherein said control circuit computes a monetary total for an entered order and causes said transceiver to transmit said monetary total to a customer.

29. (Original) An apparatus as in claim 28 wherein said monetary total is transmitted as a displayable amount.

30. (Original) An apparatus as in claim 28 wherein said monetary amount is transmitted as an audible amount.

31. (Original) An apparatus as in claim 1 wherein said control circuit processes payment information received through said transceiver.

32. (Previously Presented) An apparatus as in claim 31 wherein said payment information comprises credit card information.

33. (Original) An apparatus as in claim 31 wherein said payment information comprises debit card information.

34. (Original) An apparatus as in claim 31 wherein said payment information comprises prepaid account information.

35. (Original) An apparatus as in claim 31 wherein said payment information comprises information for billing a pre-existing customer account.

36. (Original) An apparatus as in claim 35 wherein said customer account is a wireless service account.

37. (Original) An apparatus as in claim 31 wherein said payment information includes information authorizing a charge to a customer account and a customer verification code for verification of the authorization.

38. (Original) An apparatus as in claim 31 wherein said payment information comprises a customer network account.

39. (Original) An apparatus as in claim 31 wherein said payment information comprises a customer telephone account.

40. (Cancelled).

41. (Previously Presented) An apparatus as in claim 1 wherein said control circuit determines from a customer's transmissions an identity of said customer.

42. (Original) An apparatus as in claim 1 wherein said control circuit causes said transceiver to transmit order status information to a customer.

43. (Previously Presented) An apparatus as in claim 24 wherein said agent station displays the received and pending customer orders.

44. (Original) An apparatus as in claim 43 wherein said agent station includes an entry device for selecting a displayed customer order for action.

45. (Original) An apparatus as in claim 44 wherein said action includes the transmission of a message from said agent through said transceiver to a customer.

46. (Original) An apparatus as in claim 1 wherein said control circuit operates said transceiver to send an audio message to a customer.

47. (Original) An apparatus as in claim 1 wherein said control circuit operates said transceiver to send a display message to a customer.

48. (Previously Presented) An apparatus as in claim 1 wherein said control circuit receives a customer identification transmission from said

transceiver, and operates said transceiver to transmit a favorites list to said customer.

49. (Original) An apparatus as in claim 1 wherein the control circuit receives a customer identification transmission from said transceiver and provides said customer identification information to a customer priority database.

50. (Original) An apparatus as in claim 1 wherein the control circuit receives a customer identification transmission from said transceiver and provides said customer identification information to a customer loyalty database.

51. (Original) An apparatus as in claim 1 wherein said control circuit is operative to establish a secure financial transaction link for processing a received customer transaction amount authorization.

52. (Original) An apparatus as in claim 1 wherein said order is an order for goods.

53. (Original) An apparatus as in claim 1 wherein said order is an order for services.

54. (Original) An apparatus as in claim 1 wherein said control circuit is a distributed processing control circuit which comprises at least two processing units, each processing an aspect of said order.

55. (Previously Presented) An apparatus as in claim 1 wherein said control circuit is operative to cause the transmission of directions to the fulfillment station, to complete a processed order, to a customer.

56. (Previously Presented) An apparatus as in claim 55 wherein said control circuit causes said transmission of directions in response to a request for directions received from a customer.

57. (Previously Presented) An apparatus as in claim 1 wherein said transceiver includes a plurality of communications channels which enable said transceiver and control circuit to simultaneously communicate with the customers.

58. (Previously Presented) An apparatus as in claim 57, said control circuit further operating said display device to simultaneously display pending customer orders.

59. (Previously Presented) An apparatus as in claim 58 wherein said control circuit arranges said pending customer orders in the queue.

60. (Previously Presented) An apparatus as in claim 57, said control circuit further causing said display device to simultaneously display the locations of customers communicating with said apparatus.

61. (Previously Presented) An apparatus as in claim 1 further comprising a fulfillment station where a customer completes a processed order, wherein said fulfillment station is a drive-through window.

62. (Currently Amended) A personal wireless communications apparatus for wirelessly placing a customer order, said communications apparatus comprising:

a display device for displaying order information;

an input device for entering order information;

a wireless transceiver for transmitting and receiving order information when said apparatus is within a predetermined range of a vendor facility broadcasting a wireless signal, said predetermined distance being such as to assure that an order is fulfilled before a user of the apparatus arrives at the facility; and

a control circuit for operating said transceiver to establish a wireless communications link with a vendor within said range and for exchanging order information with said vendor, said control circuit operating said display device to display customer order information .

63. (Original) An apparatus as in claim 62 wherein said control circuit stores information regarding available vendors in defined areas, said control circuit being responsive to an input indicating a location of said apparatus to display on said display device those vendors which are in an area where said apparatus is located.

64. (Original) An apparatus as in claim 63 further comprising a positioning indication system for providing location information of said apparatus to said control unit.

65. (Original) An apparatus as in claim 62 wherein said control circuit is responsive to an input at said input device to display on said display device a list of types of services for a customer to choose from.

66. (Original) An apparatus as in claim 62 wherein said control circuit is responsive to an input at said input device to display on said display device a list of types of products for a customer to choose from.

67. (Original) An apparatus as in claim 65 wherein said control circuit is responsive to a user selection at said input device of a type of service to further display on said display device those vendors which are proximate to said apparatus which provide said selected services.

68. (Original) An apparatus as in claim 66 wherein said control circuit is responsive to a user selection at said input device of a type of product to further display on said display device those vendors which are proximate to said apparatus which provide said selected products.

69. (Original) An apparatus as in claim 67 wherein said control circuit is responsive to a user selection of a vendor which provides said selected service to operate said transceiver to initiate a wireless communication with said selected vendor.

70. (Original) An apparatus as in claim 64 wherein said control unit causes said location information to be transmitted to said vendor.

71. (Original) An apparatus as in claim 70 wherein said control circuit receives and processes directions to said vendor.

72. (Original) An apparatus as in claim 70 wherein said control circuit is responsive to a user selection of a vendor which provides said selected product to operate said transceiver to initiate a wireless communication with said selected vendor.

73. (Original) An apparatus as in claim 62 wherein said control circuit operates said transceiver to send customer identification information to said vendor as part of said order information.

74. (Original) An apparatus as in claim 62 wherein said control circuit operates said transceiver to send payment information to said vendor as part of said order information.

75. (Original) An apparatus as in claim 62 wherein said control circuit operates said transceiver to send order selections to said vendor as part of said order information.

76. (Original) An apparatus as in claim 62 wherein said control circuit operates said display device to display a menu of available items received from a vendor.

77. (Original) An apparatus as in claim 62 wherein said control circuit operates said display device to display an amount due for an order, which is received from a vendor.

78. (Original) An apparatus as in claim 61 wherein said control circuit is operative to send a request for directions to said vendor facility.

79. (Original) An apparatus as in claim 78 wherein said control circuit is operative to indicate to a customer received directions to said vendor facility.

80. (Currently Amended) A wireless apparatus at a vendor facility comprising:

a communication transceiver for broadcasting a wireless signal to establish a wireless communications link with potential customers within a predetermined distance of said vendor facility who also have wireless communications devices, said predetermined distance being such as to assure that a customer's order is fulfilled before the customer arrives at the facility;

a control circuit coupled to said transceiver for causing said transceiver to attempt to establish the wireless communications link with said potential customers and if a communications link is established for transmitting an order solicitation message to a potential customer over said established link.

81. (Original) A wireless apparatus as in claim 80 wherein said control circuit is located at a vendor facility containing said transceiver.

82. (Original) A wireless apparatus as in claim 80 wherein said control circuit is located at a vendor facility remote from a location of said transceiver.

83. (Original) A wireless apparatus as in claim 82 wherein said control circuit is connected to said transceiver through a network.

84. (Currently Amended) A method for processing customer orders at a vendor transaction facility comprising:

broadcasting a wireless signal to establish a wireless communication link with mobile customers within a predetermined distance of a vendor transaction facility, said predetermined distance being such as to assure that a customer's order is fulfilled before the customer arrives at the facility;

establishing the wireless communication link at said vendor transaction facility with the mobile customers when the mobile customers are within the predetermined range;

receiving and processing to fulfillment at a customer accessed vendor fulfillment station wireless orders from said customers; and

displaying at said vendor facility the orders from said customers arranged in a displayable queue and the locations of said customers, wherein said queue is based on customer distances from said fulfillment station.

85. (Cancelled).

86. (Cancelled).

87. (Previously Presented) A method as in claim 86 wherein said queue is also a first-in first-out queue.

88. (Cancelled).

89. (Previously Presented) A method as in claim 84 wherein said queue is also based on time to order fulfillment.

90. (Previously Presented) A method as in claim 84 wherein said queue is also based on an assigned customer priority.

91. (Previously Presented) A method as in claim 84 further comprising transmitting menu items to a mobile customer.

92. (Previously Presented) A method as in claim 84 further comprising transmitting promotional specials to a mobile customer.

93. (Original) A method as in claim 84 further comprising monitoring the status of a customer order at an agent station.

94. (Original) A method as in claim 93 further comprising adjusting an entered order at said agent station.

95. (Cancelled)

96. (Previously Presented) A method as in claim 84 further comprising transmitting directions to the fulfillment station to said mobile customer.

97. (Previously Presented) A method as in claim 96 wherein said directions are transmitted in response to a receipt of a request for directions from a mobile customer.

98. (Previously Presented) A method as in claim 84 further comprising examining a profile for a mobile customer and using information in said profile during processing of an order.

99. (Previously Presented) A method as in claim 98 wherein said customer profile contains a list of a mobile customer's favorite items for ordering, said method further comprising sending said favorites list to said mobile customer.

100. (Previously Presented) A method as in claim 84 further comprising receiving and storing information about said customers in a customer data base.

101. (Previously Presented) A method as in claim 84 wherein said fulfillment station is a drive-through window.

102. (Currently Amended) A method of operating a wireless customer communications device comprising:

broadcasting a wireless signal to establish a wireless communication link with a customer's wireless customer communications device within a predetermined distance of a vendor transaction facility;

establishing the wireless communications link with the vendor transaction facility when said wireless customer communications device is within the predetermined range of said facility, said predetermined distance

being such as to assure that a customer's order is fulfilled before the customer arrives at the facility; and

exchanging order information with said vendor transaction facility for fulfillment at a vendor fulfillment station which is accessible by said customer.

103. (Previously Presented) A method as in claim 102 further comprising:

determining the location of said wireless communications device;

determining from said location those vendors which are within the predetermined range of said location; and

establishing said wireless communications link with one of said vendors.

104. (Previously Presented) A method as in claim 102 further comprising:

displaying a list of available vendors at said wireless communications device; and

establishing said wireless communications link with one of said vendors.

105. (Original) A method as in claim 102 further comprising transmitting the location of said wireless customer communications device to said vendor facility.

106. (Original) A method as in claim 105 further comprising displaying at said wireless customer communications device directions to said vendor facility.

107. (Original) A method as in claim 102 wherein said vendor facility includes a drive-through fulfillment station.

108. (Original) A method as in claim 102 further comprising displaying
a menu of items available at said vendor facility at said wireless customer
communications device.